

**Department of Family and Support Services-Workforce Services Division
Community Development Block Grant (CDBG) Industry-Specific Training Program
2021 Scope of Services**

SECTION A – GOALS AND OBJECTIVES

Program Goals

This Scope of Services focuses on the Industry-Specific Training program model. The goal of the Industry-Specific Training Program is to provide individuals from priority populations with the required industry specific training to obtain a certification and or credential to be able to secure employment in demand industries/sectors that offer placements with career pathways to progressively gain more skills and better livable wages.

The delegate agency's program should provide intensive training that will prepare individuals for the targeted in demand industries for employment opportunities in; Construction, Healthcare, Hospitality and Tourism, Information Technology, Manufacturing, Transportation and Logistics. The training curriculum should be customized and include active participation and extensive collaboration from industry employers in order to effectively address the needs of Chicago's businesses.

Participants who complete training will be directly linked to placement into full-time permanent employment at or above 20 hours per week with an expected retention of at least 90 days of employment at or above the Standard City Minimum Wage. (Per Illinois Department of Labor-The City of Chicago minimum wage will also increase on July 1, 2020 to \$13.50 per hour for small employers (4 to 20 employees) and \$14 per hour for large employers (21 or more employees)).

Target Population

DFSS provides workforce services to individuals facing barriers to employment and are unemployed or underemployed, low-income, and have limited work skills. **Eligible individuals** must be 18 years of age or older, City of Chicago residents, low to moderate income, and authorized to work in the United States and be from one of the **priority populations**:

- Homeless Individuals
- Individuals with limited English proficiency
- Returning Citizens

Providers may provide workforce services to Veterans and Individuals with Disabilities who also must meet the eligibility guidelines mentioned above.

SECTION B – PERFORMANCE MEASUREMENT

Overview

DFSS is committed to moving beyond measuring *how many* people receive services, to focus on whether Chicagoans are *better off* after receiving services. As part of this outcome-oriented approach, DFSS has implemented a Strategic Framework that guides how the department measures, reports on, and reviews its priorities and outcome goals, and uses them to drive contracting, decision-making and greater collaboration.

The DFSS Workforce Services Division seeks to improve employment outcomes for high-need populations in Chicago. These high-need populations face increased hurdles in both securing and retaining a job and require additional supports. As a result, DFSS provides a range of workforce

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services, including job readiness services, career counseling, life skills, job placement assistance, financial coaching, and case management services through a wide network of community-based delegate agencies.

Performance Indicators

To track progress toward achieving our goals outlined in Section A and assess success of the Industry-Specific Training program, DFSS will monitor a set of performance indicators that may include, but are not limited to:

- Percentage and number of participants who enter unsubsidized employment.
- Percentage and number of participants who receive a base hourly pay equal to or above the Standard City Minimum Wage.
- Percentage and number of participants who remain in unsubsidized employment for 30, 60, 90, and 180-days.

To monitor and recognize intermediate progress toward the above performance indicators, DFSS also intends to track output metrics that may include, but are not limited to:

- Number of participants enrolled.
- Number of participants who are returning citizens.
- Number of participants who are homeless or at risk of homelessness.
- Number of participants who have limited-English proficiency.
- Percentage and number of participants receiving employment counseling.
- Percentage and number of participants completing Job Readiness Training.
- Percentage and number of participants completing Industry-Specific Skills Training.
- Percentage and number of participants earning a credential or certificate, if applicable.
- Number of employers that hired program graduates.

Data Reporting

As part of DFSS' commitment to become more outcomes-oriented, the Workforce Services Division seeks to actively and regularly collaborate with delegate agencies to enhance contract management, improve results, and adjust program delivery and policy based on learning what works. Reliable and

relevant data is necessary to ensure compliance, inform trends to be monitored, evaluate program results and performance, and drive program improvements and policy decisions. As such, DFSS reserves the right to request/collect key data and metrics from delegate agencies, including client-level demographic, performance, and service data, and set expectations for what this collaboration, including key performance objectives, will look like.

Delegate agencies are expected to collect and share data with DFSS according to the format, frequency, and submission protocol(s) specified by DFSS. Delegate agencies agree to make reasonable efforts to collect additional data related to performance as requested by DFSS.

To the extent possible, DFSS will collect performance data from the **Enterprise Case Management System (ECM version 6.0)**. Delegate Agencies are expected to utilize ECM for monitoring of participants in workforce services program from enrollment to placement and retention.

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Requirements include:

- Ensuring all participants are enrolled within the ECM system within 3 business days of eligibility determination.
- Adhering to required data standards based on program model as outlined in ECM v6.0.
- Ensuring participant personal identifiable information is kept confidential and secure.

Requested data shall include, but may not be limited to, aggregate and individual-level information on:

- Participants referred for services, enrolled in services, and discharged from services.
- Activities undertaken by the delegate agency to service participants referred for services, and the timeliness of those activities.
- Findings of assessments completed by the delegate agency while delivering services.
- Participants employment outcomes at the 30, 60, 90 and 180-day benchmarks.
- Utilization and spending against contract award.

Where ECM data is insufficient, DFSS reserves the right to request/collect other key data and metrics from delegate agencies, including client-level demographic, performance, and service data.

Data Usage

DFSS reserves the right to use data related to delegate agency performance, including but not limited to data submitted by the delegate agency for the following:

- a.) To review program performance and develop strategies to improve program quality throughout the term of the contract. In the event of under-performance at the end of the first, second or third quarter (as deemed appropriate by the DFSS Program Manager/Liaison) the delegate agency must submit a Corrective Action Plan (CAP) in writing to indicate how they will improve performance by the next quarter.
- b.) To guide DFSS program development, evaluate programs, inform policies, and inform contract decisions such as payment rates, contract extensions or renewals, and evaluation of proposals by the delegate agency in response to any future solicitations by DFSS for goods or services.
- c.) Any other purposes identified by DFSS.

Meetings

Delegate agencies will be required to attend quarterly meetings as they are scheduled for the fiscal year. Other meetings may take place according to a schedule to be determined by DFSS, with reasonable notice provided for delegates.

Meetings shall include at a minimum; DFSS Workforce Supervisor and Coordinator(s), Deputy Commissioner, Director, and/or designee. Delegate agency's chief executive officer, or designee. Each party may be represented by additional representatives as such party deems appropriate. DFSS may request the attendance of additional parties as it deems appropriate. Representatives from delegate agencies will attend all meetings as requested by the Department. Meetings may take place individually or jointly with other delegate agencies.

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At such meetings, the parties may discuss and review:

- a.) Program data and reports particularly related to the goals outlined in this agreement
- b.) Collaboratively design and implement operational changes to continuously improve processes and outcomes
- c.) Strategies on broader systems changes to improve service delivery and coordination between services
- d.) Best practices, and effectively address any challenges experienced by delegate agencies and the target population.

Training

Delegate agencies will be required to attend trainings as they are scheduled. Trainings may take place according to a schedule to be determined by DFSS, with reasonable notice provided for delegates.

Trainings shall be attended by at a minimum the Delegate Agency's Director of Workforce Development, Supervisor, Manager and delegate agency program staff assigned to work with job seekers. DFSS may request the attendance of additional parties as it deems appropriate. Representatives from delegate agencies will attend all trainings as requested by the Department. Training may occur through various platforms, one on one or with other delegate agencies.

SECTION C – CORE ELEMENTS

Program Requirements

Key elements for service delivery and most important to achieving the desired outcomes should include, but are not limited to:

- Outreach and Recruitment a strategy customized to effectively reach the priority population, and development of a referral process that involves collaborations with other community-based organizations, the Chicago Cook Workforce Partnership, etc.
- Program Orientation shall include, providing an overview of the program and expectations, eligibility requirements and completion of an initial intake assessment. Initial assessment and eligibility determination must be documented within ECM.
- Comprehensive Assessment and Case Planning a nationally recognized career assessment must be completed with all participants determined eligible for the program, example; i.e. O' Net Career Interest Profiler, academic assessments such as Test of Adult Basic Education (T.A.B.E)- for programs that require an assessment of basic skill levels. Development of the DFSS Individualized Employment Plan (IEP) required for all enrolled participants. All assessments and IEP development must be documented within ECM.
- Case Management Services providing advocacy, career coaching, mentoring, assisting with and or referral for supportive services, linkages to community resources, and more. All case management/coaching provided to enrolled participants must be documented in the IEP and within ECM progress notes.

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- Contacts Agencies contracted to provide services are responsible for ensuring participant are contacted every 15-30 days and all actual and contact attempts are documented in ECM. Program staff should secure a main contact number and an alternate contact that allows for messages to be left on behalf of the participant. All enrolled participants are required to have a professional email address on file and entered in ECM progress notes.
- Job Readiness Training activities such as workshops and or one on one assistance with development of a resume and completing an application. Other workforce development topics shall include but not limited to; Mock Interviewing, Resume Development, Workplace Ethics & Behavior, Goal Setting, Proper Workplace Attire, Basic Computer Skills, Networking, and Effective Communication. Each successful participant is required to have a completed resume on file. All services, workshops attended etc. are required to be documented in the participants IEP and in ECM.
- Basic Skills Training life skills workshops including financial literacy, English-as-a-Second Language (ELL/ESL) classes and literacy instruction, access to and or referrals to adult learning programs
- Supportive Services- transportation assistance, work related items, vital records, referrals for legal assistance, personal protective equipment (PPE). All supportive services, referral, etc. provided to enrolled participants must be documented in the participants IEP and within ECM system.
- Placement Services Employer engagement with employers from various industries and sectors willing to collaborate on offering employment opportunities to individuals completing job readiness training. The implementation of a plan to address workforce needs within a specific industry/occupation and identify other resources that would benefit local employers such as access the Employer Tax Credits.
- Follow-up and Retention Services provide ongoing case management to include; contacts, and follow-up activities to ensure retention and career advancement. All follow and retention services must be documented in ECM in the participants file and IEP.

SECTION D – PAYMENT STRUCTURE

Method of Payment

Under the CDBG performance-based contract, agencies/contractors shall request reimbursement for services performed by submitting monthly vouchers using the City's web-based eProcurement system. All new and existing delegate agencies are required to register under the iSupplier portal at:

www.cityofchicago.org/eProcurement

Vouchers must be submitted to the agencies DFSS Workforce Services Division workforce coordinator for review and approval prior to uploading into the iSupplier system. Delegates should allow a minimum of 3 business days for the review and approval process. All vouchers should be submitted within 15 calendar days after the end of the month in which services were performed. All vouchers must include the required support documents to receive compensation. Submit the required monthly report voucher log for month of service vouchering for. Vouchers submitted after the monthly deadline will result in a delayed

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payment.

SECTION E – PROGRAM AND DELEGATE INFORMATION

Please complete the following program and agency information. Also, complete and sign/date the Work Program CHART (Page 9) that indicates delegate agency quarterly projections, program activities and program deliverables for the 2021 program year.

Program Overview

Delegate Agency Contact Information

Agency Name: _____
Agency Address: _____
City, State, Zip Code: _____

Program Model: **Industry-Specific Training Program**

Program Name: _____

PO Number: _____

Grant Amount: _____

Contract Term: **January 1, 2021 through December 31, 2021**

Program Staff Contact Name: _____

Program Staff Title: _____

Program Staff Contact Phone: _____

Program Staff Contact Email: _____

Executive Director Name: _____ Fiscal Contact Name: _____

Executive Director Phone: _____ Fiscal Contact Phone: _____

Executive Director Email: _____ Fiscal Contact Email: _____

Administrative Office Hours: _____

Facility/Site Information

List name of facility(ies) and address(es) where services are provided. Also include amount of contract allocated per site and estimated number of clients to be served at each site.

Facility/Site Name	Address	Days of Operation	Hours of Operation	Estimated Amount of Contract allocated for this site	Estimated # of Clients to be served at this site

In what Ward(s), Community Area(s), and Census Tract(s) are facility/sites providing services?

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Ward(s): _____

Community Area(s): _____

Census Tract(s): _____

Indicate Program Service Area:

- ☐ This program will provide services citywide to all eligible individuals. Or,
☐ This program will primarily serve the following Ward(s), Community Area(s) and Census Tract(s).

Ward(s): _____

Community Area(s): _____

Census Tract(s): _____

What are the approximate boundaries of the area from which your clients are drawn? Specify by street name.

North: _____ South: _____

East: _____ West: _____

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Program Narrative

Provide a narrative about the industry training program, supports and services to be offered to job seekers, and anticipated outcomes. Ensure the program scope incorporates the required program elements Sections A, B and C. If relevant, describe coordination with other sources/partners. This section is expected to describe the program at full operational capacity. Answer all questions presented below related to your agencies training program. Space is not limited for your response

1. What industry/sector is does the program providing training in?

2. Will program participants receive an industry specific certification and or credential?
a. If so, is it a nationally, state and or locally recognized certification and or credential?
b. What is the name of the credential to be received?

3. How many weeks is a participant enrolled in the industry program expected to complete to receive the certification and or credential?
a. How many days/hours per week is the training offered?

4. How many employers is your agency engaged with related to this industry? Are there MOU's in place between your agency and employers?

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Plan to meet performance

Instructions: Agency will develop a “block” schedule that will incorporate when program orientations, enrollment appointments, walk ins, case management will be done with job seekers. Agency should allow time for data entry, staff meetings, etc.

Time	Monday	Tuesday	Wednesday	Thursday	Friday
8:00 AM					
8:30					
9:00					
9:30					
10:00					
10:30					
11:00					
11:30					
12:00					
12:30					
1:00					
1:30					
2:00					
2:30					
3:00					
3:30					
4:00					
4:30					
5: 00 PM					

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Planned Performance Outcomes

Agency's should plan to meet all planned enrollment goals by the 2nd quarter of the program year. All 30-day placements should be met by December 30, 2021

(1) Program Activities: Describe the activities that will accomplish program deliverables	(2) Program Deliverables: State what quantifiable units will be used to measure the progress of the proposed program. Example: classes held	(3) Planned Output by Quarter and Year Total: List the projected quantifiable units for each program deliverable.					(4) Performance Measures
(5) Total Unduplicated Clients/Units:		1 st Q	2 nd Q	3 rd Q	4 th Q	Total	
1. Recruitment							# of clients recruited to industry-specific program
2. Enrollment							# of clients enrolled in industry-specific program
3. Training							# of clients trained in industry-specific program
4. Placement							# of clients placed in jobs
5. Retention 30 Days							# of clients that reached 30 days of employment
6. Retention 90 Days							# of clients that reached 90 days of employment
7. Retention 180 Days							# of clients that reached 180 days of employment
8.Supportive Services							For <u>all eligible enrolled</u> clients supportive services at \$350 maximum per person

Signature of Authorized Agency Official and Date: _____

Signature of DFSS Official and Date: _____

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SECTION F – SUBMITTAL AND APPROVAL

ACKNOWLEDGEMENT

- ☐ By checking this box your agency certifies that it has read and understands Sections A, B, C, and D of this document.

a) Applicant signature <i>(Original must be signed in blue ink)</i>	
b) Name (typed)	
c) Date submitted	
d) DFSS Staff signature	
e) Name (typed)	
f) Date approved	

Source Documents

Provided below are hyperlinks to source documents. Please read and understand funding source rules and regulations:

- ✓ **U.S. Department of Housing and Urban Development (HUD)-** <https://www.hudexchange.info/>
- ✓ CDBG Eligible and Ineligible Activities and Regulations: (570.201-eligible activities; 570.207- ineligible activities) <http://www.ecfr.gov/cgi-bin/text-idx?SID=7db635ac5b5e89240f57194fa0125f1f&mc=true&node=pt24.3.570&rgn=d iv5>